



# COUNTY OF LOS ANGELES

## CHIEF INFORMATION OFFICE


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October 6, 2003

To: Supervisor Yvonne Brathwaite Burke, Chair  
Supervisor Don Knabe, Chair Pro Tem  
Supervisor Gloria Molina  
Supervisor Zev Yaroslavsky  
Supervisor Michael D. Antonovich

From: Jon W. Fullinwider   
Chief Information Officer

Subject: **CONTROL OF THE NACHI WORM OUTBREAK AND REGISTRAR-  
RECORD/COUNTY CLERK – SOFTWARE PATCH ASSISTANCE**

This memo is to advise you that the NACHI Worm outbreak reported to you by Mr. Lambertson, Interim Director, Internal Services Department (ISD), on Wednesday and Thursday, October 1<sup>st</sup> and 2<sup>nd</sup>, has been contained. Through the coordinated efforts of the County Computer Emergency Response Team (CCERT), ISD's Data Security staff, departmental Information Technology staff and my office were able to isolate and contain the machines that were flooding the network with traffic and disrupting communications. Although there was a concern about the NACHI Worm affecting the early voting activities, the Registrar-Recorder/County Clerk (Registrar) staff took action to mitigate any issues.

Over recent months, the general information technology community has been battling a continuous barrage of virus and malicious code attacks that affect communication networks and systems. On September 10, 2003, Microsoft issued a security bulletin that warned users of Microsoft systems about newly discovered vulnerabilities in the Microsoft operating system. Since many of these systems are used throughout the County of Los Angeles, the CCERT notified all departmental security representatives advising that they immediately apply the latest software patch. The Chief Information Security Officer (CISO) took the lead in notifying all Department Information Security Officers (DISO) of the required action and emphasized the need for compliance.

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In following up with the respective departments, the Registrar reported the need to update 1,000+ devices. In order to maintain operations in preparation for the October 7<sup>th</sup> election and to mitigate risks of a NACHI Worm outbreak on the Registrar's systems, a request for support was issued through the CCERT. The CISO contacted the DISO and departmental members of the CCERT to stress the urgency of assisting the Registrar in completing application of the security patch. The resulting response was exceptional, with over 20 individuals identified to assist the team that was assembled by the Registrar. The combined team assembled on October 1, 2003, under the direction of the CCERT Coordinator and completed patching 1,000 computers on Friday, October 3, 2003.

The following organizations volunteered the services of their staff members to assist in assuring that all goals were met to ensure a successful election on October 7, 2003. The organizations that assisted in this effort include:

- Coroner
- Child Support Services Department
- Department of Public Social Services
- Department of Children and Family Services
- Internal Services Department

These organizations truly demonstrated their commitment to protecting and maintaining the integrity of County of Los Angeles systems in guaranteeing the delivery of quality service to its constituents.

JWF:AB:ygd

c: Executive Officer, Board of Supervisors  
Department Heads  
Chair, Information Systems Commission